Soft-Skill Developement EXAM Material

Week 1 : Assignment 1

Q1. Deep listening can foster which of the following outcomes?

A: Increased dominance in conversations by controlling the dialogue.
B: Improved ability to decode verbal and non-verbal cues.

(a) Both A and B are correct
(b) Both A and B are wrong
(c) A is correct, but B is wrong
(d) B is correct, but A is wrong

Q2) Filtering out parts of conversations does NOT help in which of the following?

(a) Building genuine connections based on mutual understanding.
(b) Maintaining focus on the primary topic of discussion.

a.
b.

Q3) An emblem is a type of nonverbal communication where a gesture carries a specific meaning that is culturally defined and can often replace spoken words.

(a) True
(b) False

Q4) Active listening is used for

(a) Preparing counterarguments during a conversation.
(b) Encouraging open and meaningful dialogue.
(c) Gaining control over the conversation flow.
(d) All of the above

Q5) Overt communication is NOT helpful when:

A. It leads to excessive bluntness, causing interpersonal strain.
B. It overshadows subtle cues and nonverbal signals.
C. It fosters transparency and minimizes misunderstandings.

(a) A and B only
(b) A and C only
(c) B and C only
(d) All of the above

Q6) When you're not given an opening to speak in a formal group setting, you can

(a) wait for a pause
(b) give nonverbal signals that you want to speal
(c) speak up firmly
(d) All of the above

Q7) When you are lying, you are manipulating your

(a) gestures and pastures
(b) friends
(c) family
(d) All of the above

Q8) Emotions are often triggered by non-linguistic factors such as facial expressions, body language, and paralinguistic elements, which can alter the meaning of spoken language. Additionally, sensory stimuli such as sight, sound, and touch are mediated by both cognitive interpretation and physiological reactions. This indicates that emotional responses are influenced by both and factors.

(a) Cognitive, physiological
(b) Cognitive, psychological
(c) Linguistic, non-linguistic
(d) Physiological, environmental

Q9) Can aggression have any use in group discussions?

(a) Yes, it can be used to dominate the discussion and impose opinions.
(b) Yes, it can help establish boundaries or push urgent actions in high-stakes situations.
(c) No, it always disrupts communication and damages group dynamics.
(d) No, it only serves to undermine authority and suppress participation.

Q10) Consider the following two statements:
A: Imperfect communication can lead to unintended meanings because language is inherently ambiguous and influenced by context.
B: Unintended meanings in communication always arise from the receiver's inability to understand the sender's message.

(a) Both A and B are correct
(b) Both A and B are wrong
(c) A is correct, but B is wrong
d) B is correct, but A is wrong

Q11)..... is key to comprehensive listening.

(a) Evaluating arguments
(b) Interpreting meaning
(c) Showing empathy
(d) Giving feedback

Q12) Power bias in the classroom is reflected by which of the following?
A: Seating arrangement
B: Curriculum
C: Participatory learning environment

(a) A, B and C are true
(b) Only A and B are true
(c) Only A and C are true
(d) Only A is true

Q13) In a one-sided conversation at a personal level, it is important to have patience while relegating an topic to apparently ones.

(a) important, unimportant
(b) sensitive, insensitive
(c) unimportant, important
(d) insensitive, sensitive

Q14) In formal group discussions, non-verbal gestures can be used to:

(a) Intervene and redirect the conversation.
(b) show dissent
(c) listen
(d) All of the above

Q15) Consider the following statements:
A: In a group discussion, ethical considerations should guide the way participants present their arguments and interact with others.
B: It is acceptable to use misleading information in a group discussion if it strengthens your argument.

(a) Both A and B are correct
(b) Both A and B are wrong
(c) A is correct, but B is wrong
(d) B is correct, but A is wrong

Week 2 : Assignment 2

1) Can judgments formed about someone based on first impressions created by non-verbal cues have a long-term impact on how that person is evaluated later?

(a) Yes
(b) No

2) The Socratic communicators are believed to be very talkative and have developed a certain command over language and the art of speaking.

(a) True
(b) False

3) Good relationship and proper communication within group members are the most important factors in functioning as a group.

(a) True
(b) False

4) Which of the following word is communication derived from?

(a) Communicate
(b) Common
(c) Communis
(d) Interact

5) The idea that individuals interpret texts differently due to shared cultural norms and group-specific contexts is best described as:

(a) Hermeneutic clusters
(b) Communities of interpreters
(c) Interpretive communities
(d) Semiotic collectives

6) Consider the following statements:
A: Starting a presentation with a conclusion can enhance audience engagement.
B: Excessive hand gestures during a presentation may distract the audience.

(a) Both A and B are correct
(b) A is correct but B is wrong
(c) B is correct but A is wrong
(d) None of the above

7) Which of the following statements about text animations in presentations is accurate?

(a) They combine the power of visuals and text to convey information effectively.
(b) They are optional and not always essential for a presentation's impact.
(c) They do not directly engage the audience on an interactive level.
(d) All of the above.

8) The title of an abstract painting, "Fragments of Time," most likely suggests

(a) A linear narrative
(b) Disconnected elements
(c) A portrait of a historical figure
(d) A realistic depiction of nature

9) Which is NOT a good presentation skill?

(a) Making eye contact
(b) Speaking in monotone
(c) Using visual aids
(d) Asking questions

10) How does the sequence of text and image influence the meaning derived from a presentation?
A. The sequence doesn't impact the meaning.
B. Text and image are displayed simultaneously for best effect.

(a) Only A is correct
(b) Only B is correct
(c) Both A and B are correct
(d) None of the above

11) Observing the …….of the audience can help a presenter…….. their approach:

(a) emotions, reinforce
(b) attire, change
engagement, disrupt
(d) body language, adapt

12) What is a key characteristic of concrete poetry?
A. It focuses on the visual arrangement of text.
B. It strictly follows traditional poetic structures.
C. It prioritizes sound over visual elements.
D. It often employs abstract shapes and designs.

(a) Only B is correct
(b) Only A and B are correct
(c) Only A and D are correct
(d) Only B and D are correct

13) In Fisher's model of group progression, in which stage does the group members recognize that it is reaching consensus and explicitly consolidates that consensus to complete the task?

(a) Conflicts
(b) Emergence
(c) Orientation
(d) Reinforcement

14) Which kind of communicators believe that the primary purpose of communication is the maintenance or advancement of the personal relationship?

(a) Socratic communicator
(b) Noble communicator
(c) Reflective communicator
(d) None of the above

15) The decision-making process in a group largely depends on quality of information and

(a) presentation skills
(b) message transmission
(c) a good leader
(d) good relationships

Week 3 : Assignment 3

1) Which of the following statements about micro-expressions is most accurate?

(a) Micro-expressions are always consciously controlled and can be easily faked with practice.
(b) They last between 5 to 10 seconds and reflect a person's long-term emotional state.
(c) They are involuntary facial expressions that typically last less than half a second.
(d) They occur only when a person is lying or trying to deceive someone.

2) In an image, the distinction between background and foreground is always fixed and cannot be altered.

(a) True
(b) False

3) Which statement best reflects the role of non-verbal communication in face-to-face interactions?

(a) It often conveys meaning more effectively than words.
(b) It is secondary to verbal communication.
(c) It is only significant in professional settings.
(d) It rarely influences how messages are received.

4) How does harmony contribute to musical communication?

(a) It is purely structural.
(b) It replaces melody.
(c) It has no impact.
(d) It enhances emotional depth.

5) Consider the following statements.

A: Eye contact always conveys confidence and honesty, regardless of cultural context.
B: Tone of voice can change the meaning of the same spoken words.

(a) Both A and B are correct
(b) A is correct but B is wrong
(c) B is correct but A is wrong
(d) Both A and B are wrong

6) Curiosity primarily affects:

(a) Eyebrows and forehead
(b) Mouth and jaw
(c) Both upper and lower face
(d) None of the above

7) The difference between timbre and frequency gets reflected through

(a) Beats per minute (BPM)
(b) Amplitude
(c) The pitch of the sound
(d) None of the above

8) Which of the following emotions is most commonly associated with erratic rhythm?

(a) joy
(b) anger
(c) calmness
(d) sadness

9) Gestalt psychology emphasizes the study of individual components of consciousness rather than the whole.

(a) True
(b) False

10) Which of the following best describes scanning bias?

(a) The tendency to seek out information that confirms pre-existing beliefs.
(b) The mental discomfort experienced when holding conflicting beliefs.
(c) The tendency to focus on certain aspects of information while ignoring others.
(d) The over-reliance on the first piece of information encountered.

11) Consider the following sentences.
A: Our perception of size can be influenced by the context in which an object is seen.
B: Gestalt principles explain how we perceive groups of objects as unified wholes.

(a) Both A and B are correct
(b) A is correct but B is wrong
(c) B is correct but A is wrong
(d) Both A and B are wrong

12) Consider the following statements.
A: Surprise is typically expressed through widened eyes and raised eyebrows.
B: Micro-expressions can be consciously controlled with sufficient training.

(a) Both A and B are correct
(b) A is correct but B is wrong
(c) B is correct but A is wrong
(d) Both A and B are wrong

13) Which of the following is LEAST easily represented visually?

(a) Music
(b) Emotions
(c) Physical objects
(d) Spatial relationships

14) Consider the following statements:
A: Visualization shapes our perception and understanding of reality rather than just representing it.
B: Digital images and physical images exist in completely separate domains with no overlap in meaning.

(a) Both A and B are true
(b) Both A and B are false
(c) Only B is true
(d) Only A is true

15) Who introduced the concept of proxemics to quantify the human use of space and its relationship to social interaction?

(a) Edward T. Hall
(b) Daniel Goleman
(c) Bruno Latour
(d) Allan Pease

Week 4 : Assignment 4

1) Relationships influence our behaviour, goals, and attitudes.

a. True
b. False

2) Kinesics is a verbal type of communication strategy used for conflict management.

a. True
b. False

3) A command group is created by the organization, to accomplish specific goals within an unspecified time frame.

a. True
b. False

4) In general, a dram Ask Al ease or decrease in self-disclosure in a relationship reflects

a. some significant changes in the relationship
b. that the relationship has stabilized
c. that the relationship is over
d. nothing, since it is common in all relationship

5) In which stage of group development in the Tuckman model, groups are marked by a more serious concern about task performance, and do the dyads/triads begin to open up and seek out for other members in the group?

a. Forming
b. Norming
c. Adjourning
d. Storming

6) In Fisher's Model of Group Progression, in which stage the group recognizes that it is reaching consensus and explicitly consolidates that consensus to complete the task.

a. Orientation
b. Reinforcement
c. Emergence
d. Conflict

7) Which of the following are the characteristics of a group?

a. Formal social structure
b. Unconventional goals
c. Competitiveness
d. None of the above

8) Which of the following groups consists of people who work together to achieve a common task?

a. Command groups
b. Functional groups
c. Interest groups
d. Task groups

9) The study of helps us to recognize the formation of a group and states how the group should be organized, lead and promoted.

a. group behaviour
b. effective communication
c. group dynamics
d. group formation

10) Which of the following is correct?

a. Large-scale networks are examples of macro-level social networking.
b. Social networking is a recent phenomenon. It did not exist in ancient times.
c. To improve networking, one should make friends with everybody online.
d. None of the above

11) Sukanya has many friends from her college. She and her friends regularly share information regarding class notes, test papers, syllabus, etc., on WhatsApp. They also share their personal and group photos on WhatsApp. Which level of networking is this?

a. Meso Level
b. Macro Level
c. Micro Level
d. None of the above

12)
is an expressed struggle between at least two interdependent parties who perceive incompatible goals, scarce reward, and interference from the other party in achieving their goals.

a. Conflict
b. Power
c. Communication
d. Group dynamics

13) Identify the stages in the formation of a relationship.

I. Acquaintance
II. Ground breaking
Rapport building
IV. Exploration

a. Only I & IV are correct.
b. Only II & III are correct.
c. Only I, II & III are correct.
d. All I, II, III & IV are correct.

14) Read the following case carefully.
Mohit is 21 years old and working in the corporate sector. He has many contacts on Facebook, although he does not know most of them because whoever sends a 'friend request' to him, he accepts, and when he finds automated friend suggestions by Facebook, he sends friend requests to them too. In this way, he has a huge number of contacts online, and the list is increasing daily. He spends 2 hours daily on Facebook writing status updates, uploading her photos and posting various kinds of things.
However, he seldom reads others' posts or does follow-ups.
Now choose the most appropriate option.

a. Mohit has very good online social networking skills.
b. Mohit has awful online social networking skills.
c. Mohit's online social networking skills need to be improved.
d. Mohit's long list of contacts indicates that he knows very well how to make friends and maintain friendships on social networks.

15) In which stage of forming relationships, efforts should be made to determine and fulfill the mutual needs in between two persons?

a. Negotiation
b. Identification
c. Awareness
d. Exploration

Week 5 : Assignment 5

1) Can learning and cultivating spiritual practices enhance one's Emotional Intelligence?

a. Yes
b. No

2) When a change is initiated in an organization, it leads to a state of equilibrium.

a. True
b. False

3) The whole essence of emotional management is understanding one's own emotions and others' to deal with the situation. This statement is.

a. True
b. False

4) Which part of the Limbic system is responsible for the formation of emotional pathways?

a. Amygdala
b. Hypothalamus
c. Hippocampus
d. None of the above

5) Which of the following factors has an impact on empathy of a person?

a. Age.
b. Gender.
c. Mindfulness practice.
d. All of the above.

6) Selective perception takes place in a communication cycle wherein the receiver in the communication process selectively sees and hears elements of communication based on characteristics. experience, background, and other personal

a. sender's
b. receiver's own
c. situational
d. psychological

7) Refreezing is a stage which characterizes

a. Attempting to create a new state of affairs
b. Incorporating the changes, creating and maintaining a new organisational system
c. Recognizing the need for change
d. All of the above

8) Which of the following is an example of intrapersonal communication?

a. Talking in telephone
b. Day-dreaming
c. Interacting in social media
d. None of the above

9) What is the basic feature of intrapersonal communication?

a. Self-concept
b. Expectation
c. Persuasion
d. None of the above

10) Which of the following is not a component of EI at work?

a. Self-awareness
b. Self-regulation
c. Motivation
d. Sympathy

11) When a company fails to implement the pay hike, HR manager based on his experience devises a new formula for the turn around. This example fits with which of the components of Emotional Intelligence.

a. Self-awareness
b. Self-regulation
c. Motivation
d. Social-Skill

12) The ability to control or redirect disruptive impulses and moods is called:

a. Self-regulation
b. Motivation
c. Empathy
d. Self-reliance

13) Which of the following statements is INCORRECT?

a. Empathy decreases prosocial behaviors.
b. Empathy is the act of experiencing others' conditions from their perspectives whereas sympathy is the act of understanding others' conditions from our perspectives.
c. Empathy is related to the triggering of mirror neurons in human brain.
d. Empathy is the opposite of an individualistic approach.

14) What are the external factors that can influence organizational change?

A. Political
B. Environmental
C. Economic
D. Technological

a. Only A is true
b. Both B and C are true
c. Both A and D are true
d. All A, B, C. and D are true

15) Understanding others is one of the five key elements of empathy as identified by Daniel Goleman. Which of the following components is/are part of understanding others?

A. Listening skills.
B. Motivating others.
C. Non-verbal communication.
D. Conflict resolution.

a. Only C and D are correct.
b. Only A and B are correct.
c. Only B, C and D are correct.
d. Only A and C are correct.

Week 6 : Assignment 6

1) The frontal lobe of the human brain is most active during creative thinking.

a. True
b. False

2) The six thinking hats approach was forwarded by Edward De Bono.

a. True
b. False

3) Is there a need of continuous innovations for the sustainability and profitability of organizations?

a. Yes
b. No

4) Semantic intuition was developed by Schaude, in the year ……..

a. 1979
b. 1978
c. 1987
d. 1897

5) Which of the following is not a component of creativity?

a. Novelty
b. Negotiation
c. Originality
d. Usefulness

6) Which lobe is involved in skills for algebraic mathematical tasks and calculations?

a. Left parietal lobe
b. Fronto-parietal lobe
c. Temporal lobe
d. Temporo-occipital lobe

7) Which of the following is not a component of the creative thinking process?

a. Incubation
b. Illumination
c. Preparation
d. Execution

8) In which technique of idea generation no one is allowed to judge or question any idea until the idea generation process is completed.

a. Slipcard writing
b. Nominal group
c. Brainstorming
d. Face-to-face interacting group

9) The socialization process facilitates us to use our which part of the brain frequently?

a. Right hemisphere
b. Left hemisphere
c. Both hemispheres
d. None of the above

10) Which of the following methods are for generating creative ideas?

A. Trial and error
B. Means-end analysis
C. Analogies
D. Schema

a. Only A is correct
b. Only A, and B are correct
c. Only A, B and C are correct
d. All A, B, C, and D are correct

11) Intimation is one of the five stages of creative thinking. Which of the following happens during this stage?

a. An individual's mind focuses on the problem and explores its dimensions.
b. A creative idea bursts forth from its preconscious processing into conscious awareness.
c. The problem is internalized into the unconscious mind and nothing happens externally.
d. The creative person gets a "feeling" that a solution is on its way.

12) What are the aspects of critical thinking according to Beyer (1995)? Select the appropriate ones.

A. Criteria
B. Dispositions
C. Argument
D. Point of view

a. Only A is true
b. Only A, B, and C are true
c. Only A, C, and D are true
d. All A, B, C, and D are true

13) What are the techniques to foster critical thinking and problem-solving in classrooms?

A. Group discussions
B. Case studies
C. Structured exercises
D. Critical incidents

a. Only A is true
b. Only A, B, and C are true
c. Only B, C, and D are true
d. All A, B, C, and D are true

14) In order to become thinner all of the ten college friends of Sharanya have started to consume a low fat diet from last Sunday. Upon hearing that Sharanya also starts a similar diet without much thinking, although she is not obese and does not have any health issues. This is an example of

a. Snob effect.
b. Heuristic thinking.
c. Bandwagon effect.
d. Deductive reasoning.

15) Which of the following false assumptions about creativity are true?
A. Some people are creative while others are not
B. Creativity is something people have or don't have
C. Creativity is disruptive and counter-productive
D. Creativity is only relevant in certain departments (e.g., design, publicity, marketing)

(a) Only A is correct
(b) Only B is correct
(c) Only C and D are correct
(d) All A, B, C and D are correct

Week 7 : Assignment 7

1) Negotiation is an interactive communication process that takes place whenever we want something from someone else or another person wants something from us.

a. True
b. False

2) The Cognitive Response Model argues that persuasion is not caused directly by messages; we are only persuaded if we have thoughts that agree with the message.

a. True
b. False

3) Self-actualization needs are the higher order needs that occupy the top of the pyramid in Maslow's theory.

a. True
b. False

4) Motivation relates to the force, stimulus, or influence that guides people to do the things they do.

a. True
b. False

5) A task leader makes sure the group reaches a conclusion at the end of its allotted meeting time, summarizes the discussion of the meeting and sets the agenda for the next meeting.

a. True
b. False

6) …… is the most powerful motivational factors used by leaders to increase the motivation of the employees.

a. Involvement
b. Appreciation
c. Good relationship
d. Awareness of personal situations

7) Which of the following characteristics determine the leadership style of a socio-emotional leader?

a. Allows everyone to get a turn in the discussion
b. Manages people's face and handles their feelings
c. Keeps the personal relationships between group members
d. All of the above

8) In which of the following negotiating styles, individuals easily give the other person concession in hope of strengthening their relationships, but tend to neglect their own needs in favour of helping the other person.

a. Avoider negotiating style
b. Accommodator negotiating style
c. Compromiser negotiating style
d. Problem solver negotiating style

9) Indians are passionate about Bollywood movies and emotionally attached to stars. Youth of India loves to buy products endorsed by famous stars. Ads like that of cold drink which boosts up energy and makes actors to perform crazy stunts are examples of

a. Ethos
b. Logos
c. Pathos
d. None of the above

10) We often come across many advertisements that read "Offer valid for limited period". Which principle of persuasion is used in the ads?

a. Commitment and consistency
b. Liking
c. Authority
d. Scarcity

11) Stella had planned for a holiday trip to Belgium. She wanted Maria to take notes on her behalf during her absence. One fine evening Stella invited Maria to a dinner and treated him with great food and fantastic wine. Before wishing goodnight to Maria, she casually shared her plans about Belgium and her concern about notes. Maria lovingly assured Stella that she would take notes for her. Which principle of persuasion did Stella use?

a. Commitment and consistency
b. Reciprocity
c. Authority
d. Social proof

12) Which of the following are the foundations of effective negotiations?

a. Determine the basic style preferences
b. Have patience to listen
c. Make commitment to personal integrity
d. All of the above

13) In the corporate world, when an older manager's decisions are continually challenged by a younger subordinate manager, the older manager may feel that the young subordinate is brash, cocky, immature, and inexperienced. This attitude is an example of:

a. Social adjustment function
b. Knowledge function
c. Value-expressive function
d. Ego-defensive function

14) At the beginning of every movie in India, we are shown Anti-Smoking ads, where we are shown disturbing visuals of patients suffering from cancer. This kind of persuasion is an example of

a. Fear appeal
b. Joy appeal
c. Empathy appeal
d. Sympathy appeal

15) Which among the following are symptoms of demotivated people?

A. Absenteeism
B. Increased accidents
C. Wastage of raw materials
D. Sloppy work habits

a. Only A is true
b. Only A, B and D are true
c. Only B, C and D are true
d. All A, B, C, and D are true

Week 8 : Assignment 8

1) Work-family conflict is a form of inter-role conflict. Is the statement true?

(a) True
(b) False

2) To ensure work-life integration, the organization can adopt flexible polices.

(a)True
(b) False

3) In the demand-control model, stress occurs when environmental demands of the job are perceived to diminish the control and ability of the individual needed to interact with those demands.

(a) True
(b) False

4) In which resilience strategy, life skills are taught by organizing a boys and girl club?

(a) Risk-focused strategy
(b) Asset-focused strategy
(c) Process-focused strategy
(d) None of the above

5) Stress causes physical problems, emotional turmoil and adverse mental health by disturbing the dynamic equilibrium in our body known as

(a) Equipoise
(b) Homeostasis
(c) Self-regulation
(d) Metabolism

6) Moderate stress leads to:

(a) Low performance
(b) High performance
(c) Optimal performance
(d) None of the above

7) When role pressures from the work and family domains are mutually incompatible in some respect, it leads to

(a) Work-life conflict
(b) Work-family balance
(c) Role conflict
(d) Work-life balance

8) Hardiness and Grit are two personality features of people with high

(a) perseverance
(b) self-reliance
(c) authenticity
(d) dependability

9) Cyclone Fani rendered many people homeless. Sewa, an NGO in Puri is trying to help the survivors by providing emergency assistance by constructing make-shift houses. What resilience strategy has been followed by them?

(a) Risk-focused strategy
(b) Asset-focused strategy
(c) Process-focused strategy
(d) None of the above

10) According to William and Aharon (2003), Time management is

(a) Controlling time
(b) Monitoring and controlling time
(c) Self-management
(d) None of the above

11) Consider the following statements.

A: Emotional intelligence in leadership primarily involves suppressing personal emotions to maintain harmony, even at the cost of ethical decision-making.
B: Persuasion often relies on emotional appeal, whereas negotiation incorporates both logic and compromise.

(a) A and B are true
(b) A is true but B is false
(c) B is true but A is false
(d) A and B are false

12) In a conflict-ridden team environment, which of the following is the most effective initial response?

(a) Avoid engaging in discussions to prevent further escalation
(b) Identify the core issues and facilitate open communication among team members
(c) Escalate the issue to higher management immediately
(d) Express personal frustrations to colleagues to gain support

13) Which mindset best supports long-term work-life balance?

(a) Work hard now, relax later
(b) Keep work and life completely separate
(c) Adapt priorities as situations change
(d) Avoid extra work to minimize stress

14) What are the things that make it difficult for us to manage our time effectively?

A. Unclear objectives and goals
B. Disorganization
C. Ability to say 'no'
D. Stress and fatigue

(a) Only A is true
(b) Only A, B, and D are true
(c) Only B, C, and D are true
(d) All A, B, C, and D are true

15) Which of the following statements are true about time management?

A. Time management is about monitoring and controlling time
B. Time management involves the process of determining needs, setting goals to achieve these needs
C. Time management does not require prioritizing and planning tasks required to achieve goals.

(a) Only A is true
(b) Only A and B are true
(c) Only B and C are true
(d) All A, B, and C are true